

**DEPARTMENT OF THE ARMY
417TH BASE SUPPORT BATTALION
DIRECTORATE OF LOGISTICS
UNIT 26137
APO AE 09031**

AETV-WG-WKS

20 October 2003

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Standard Operating Procedures (SOP) Food Service Management Branch

1. REFERENCE:

- a. USAREUR Reg. 690-90, 6 Nov 79, Civilian Kitchen Police Service in USAREUR Troop Dining Facilities.
- b. USAREUR Pam 690-3, 18 Oct 79, Supervisor's Handbook for US Citizen, Civilian Personnel Administration.
- c. USAREUR Pam 690-4, 5 Jan 84, Employee Handbook.

2. PURPOSE: This letter provides management procedures and guidance for the Food Management Service Branch (FSMB) and all Civilian Food Service Worker (FSW) personnel.

3. RESPONSIBILITIES:

- a. Base Support Battalion, Directorate of Logistics, Supply and Services Division Chief: Responsible for overall management of the Food Service Management Branch (FSMB).
- b. Food Service Management Branch Supervisor: Responsible for the direct administrative management/supervision and control of FSW and Food Service Leaders as follows:
 - (1) Submit requests to the Civilian Personnel Office (CPO) for personnel replacement actions, reassignments, terminations, leave without pay, etc.
 - (2) Interview, select, and assign qualified employees referred for position vacancies by the Civilian Personnel Assistance Center (CPAC).
 - (3) Ensure all newly hired FSW's and Food Service Leaders are briefed on duties, this SOP is provided and discussed prior to the starting of employment.

SUBJECT: Standard Operating Procedures (SOP) Food Service Management Branch

(4) Establish and monitor FSW work schedules, coordinate, and effect FSW assignments among dining facilities to offset absenteeism.

(5) Maintain all administrative FSW and Food Service Leader records to include but not limited to; Time and Attendance (T&A), counseling statements, sick leave, absent without leave (AWOL), leave without pay (LWOP) and maternity leave, work data (such as time productivity).

(6) Rate employees and submit Civilian Performance Plan based on performance. Initiate Incentive Awards or Certificates of Appreciation as appropriate.

(7) FSMB is responsible for maintaining reasonable standards of conduct among the employees on the work site, if employees deviate from acceptable forms of conduct.

c. Food Service Worker - Kitchen Police Leader:

(1) Assist FSMB Supervisor in the performance of duties (as required).

(2) Cooperate on a daily basis with the Dining Facility Manager to meet Dining Facility standards.

(3) Ensure FSW's workload is accomplished within permitted time.

(4) Supervise and assign work to subordinate FS-KP's.

(5) Review and check FSW's work upon completion. Identify deficiencies and initiate corrective action.

(6) Familiarize and train new FS employees with work site requirements.

(7) Ensure that FSW's meet the required standards of dress code, personal hygiene, and conduct.

(8) Ensure FSW punch cards are used to clock duty time in and departing duty time out.

(9) Initiate formal and informal counseling on deviation of requirements. If no improvement is made, forwards counseling statements to the FSMB Supervisor for assistance.

d. Food Service Worker Personnel:

(1) FSW personnel are required to conform to specific duties as outlined in USAREUR Reg. 690-90. General functions to be performed by FSW personnel include:

SUBJECT: Standard Operating Procedures (SOP) Food Service Management Branch

- a. Dining Room Area: Sweep, mop, and clean floors. Vacuum, shampoo rugs and carpeting where installed. Clean woodwork, walls, windows and screens. Clean tables and chairs, salad bars, coffee urns, milk dispensers and dish dispensers.
- b. Kitchen Area: Sweep, mop, and clean floors. Clean woodwork, walls, tenderizers and doughnut fryers. Washes pots, pans and cooking utensils. Wash, clean, peel, slice or otherwise prepare fruit and vegetables from raw food material to ready-to-cook or ready-to-serve form.
- c. Storage Area: Sweep, mop, and clean floors, walls, shelving, windows and screens. Unload rations and stores (as required).
- d. Clipper Room Area: Scrape and sort soiled utensils, operate mechanical dishwasher. Transport cleaned equipment, utensils, dishes, glasses, flatware and vessels from Clipper room to point of use.
- e. Trash and Garbage Area: Wash garbage cans, cover them with hot soapy water, and rinse them with hot or steam after refuse collection. Sort trash into categories (e.g., plate waste, cans, paper, cartons, wooden boxes, bottles, bones, fat), if required. Maintains trash and garbage area in a sanitary, orderly condition.
- f. Latrine Area: Sweep and wash floor. Scour and wash toilet bowls, basins and urinals. Wash and polish mirrors and metal/enamel surfaces. Wash and disinfect toilet areas. Wash and refill paper towel and soap dispensers. Empty wastebaskets.
- g. Performing other duties necessary for efficient dining facility operation as directed by FSW Leader or Supervisor.

4. GENERAL INFORMATION:

- a. All work performed by employees of the Food Services Management Branch will be standardized throughout the BSB in accordance with this SOP and USAREUR Reg 690-90.
- b. Employment as a FSW can result in an employee being placed in any BSB Dining Facility to meet job requirements.
- c. All FSW-FSWL's will use their Chain of Command to ensure immediate action is brought to employee's concerns. The Chain of Command is as follows:
 - (1) FSW-FS Leader
 - (2) Food Service Management Branch Supervisor

(3) Chief of Supply & Services Division
AETV-WG-WKS

20 October 2003

SUBJECT: Standard Operating Procedures (SOP) Food Service Management Branch

(4) Director of Logistics

Note: Personnel are free to contact other officials for information as needed. However, employees are advised that before leaving the work site, they must obtain permission from the FSWL or FSMB Supervisor. Failure to do so could result in a charge of absence without pay.

d. The use of Government owned telephones within the Dining Facility will only be used by FSW for an emergency situation.

5. DISCIPLINE/CONDUCT:

a. Each employee is expected to be self-disciplined and conduct themselves in a professional manner at all times. Employees will report to work on time in a clean and sober manner.

b. Employees are not expected to argue or fight among themselves or with others. Vulgar or obscene language will not be tolerated. The use of racial slurs, profanity, and vulgarity is forbidden. Sexual harassment, obscene suggestions, vulgar remarks, physical molestation, or stealing are strictly prohibited.

c. Alcoholic beverages, illegal drugs etc., will not be used, brought into, or around the Dining Facilities.

6. DRESS CODE/PERSONAL HYGIENE:

a. White uniforms issued, must be worn at all times while at work, including weekends. A clean white uniform will be worn daily.

b. A hair net must be worn at all times while on duty and must cover all hair.

c. Army Regulations prohibit the wear of any jewelry except for a plain wedding band.

d. Fingernails must be thoroughly clean and short.

e. Beards must be covered by effective hair restraints.

7. LEAVE/ABSENCE:

a. Annual Leave: Annual leave accumulates automatically for eligible employees. Accrued leave allows you to be absent with pay. Employees and Supervisors should work together to schedule leave that will be mutually beneficial. However the FSMB Supervisor has the authority to decide when leave is taken.

SUBJECT: Standard Operating Procedures (SOP) Food Service Management Branch

b. Sick Leave: Sick leave accumulates automatically for eligible US employees regardless of length of employment. LN's do not accumulate sick leave. LN sick leave is determined in accordance with German Tariff.

(1) Sick leave for medical, dental, or optical treatment must be requested prior to absence.

(2) FSMB Supervisor has the responsibility and/or authority to question sick leave and request that proof of illness be provided by a certified doctor.

(3) A medical certificate must be provided to cover periods of absence of more than three consecutive days or sickness during weekends. A medical certificate must also be provided upon supervisor's discretion.

(4) In case of illness or injury, notify your FSWL or the FSMB Supervisor as soon as possible. Notification should be given on the first day of the absence and no longer than two hours after the start of the work shift (when possible).

c. Leave without pay (LWOP): LWOP is an approved absence from duty in a non-pay status, which may be granted by the FSMB Supervisor.

d. Absence without pay (AWOP): AWOP is unapproved absence from duty in a non-pay status and may be the basis for initiating disciplinary action.

e. Maternity Leave: Absence for maternity reasons is covered by a combination of sick, annual leave, and leave without pay. Local Nationals absence for maternity reasons will be covered by German Law.

f. Administrative Leave: The Director of Logistics and the Base Support Battalion Commander grant administrative leave of absence under certain conditions.

8. BREAKS/MEAL PERIODS:

a. Rest Period: Rest periods of not more than 14 minutes during each four hours of work will normally be provided. Such rest periods are a privilege and not a right.

(1) Rest periods are paid breaks, they must be taken in close proximity to work site and not outside the dining facility.

(2) Rest periods may not be taken in conjunction with the meal period or just prior to departing work at the end of the shift.

b. Meal Periods: Meal periods are unpaid periods and employees are free to take them at any appropriate location.

AETV-WG-WKS

20 October 2003

SUBJECT: Standard Operating Procedures (SOP) Food Service Management Branch

(1) Meal periods will be scheduled by the FSWL for not less than 30 minutes and no more than one hour per working day.

9. **RESIGNATION/TERMINATION:** If it becomes necessary for an employee to resign their position, at least two weeks advanced notice is requested. A copy of your PCS orders should be provided to FSMB Office.

10. Point of Contact for this memorandum is Mr. Ralph J. Sieber at 355-1540 (DSN).

RALPH J. SIEBER
Chief, Supply and Services Division